



# Huntsville, Alabama

308 Fountain Circle  
Huntsville, AL 35801

## Cover Memo

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**Meeting Type:** City Council Regular Meeting **Meeting Date:** 12/7/2023

**File ID:** TMP-3675

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**Department:** ITS

**Subject:**

**Type of Action:** Approval/Action

Resolution authorizing the Mayor to execute Addendum No. 3 to Master Service Agreement No 29149 between the City of Huntsville and MCCi, LLC, for a Laserfiche platform upgrade.

Resolution No.

**Finance Information:**

**Account Number:** 1000-17-17200-520300

**City Cost Amount:** \$ 61,060.55

**Total Cost:** \$61,060.55

**Special Circumstances:**

**Grant Funded:** N/A

**Grant Title - CFDA or granting Agency:** N/A

**Resolution #:** N/A

**Location: (list below)**

**Address:**

**District:** District 1  District 2  District 3  District 4  District 5

**Additional Comments:** This is an upgrade for Laserfiche.

**RESOLUTION NO. 23-\_\_\_\_\_**

**BE IT RESOLVED** by the City Council of the City of Huntsville, Alabama that the Mayor be, and is hereby authorized to enter into Addendum No. 3 to the Master Service Agreement No 29149 between the City of Huntsville, AL and MCCi, LLC, adopted and approved on the 13<sup>th</sup> day of July 2023 by the City Council of the City of Huntsville, Alabama by Resolution No 23-552.

**BE IT FURTHER RESOLVED** that the agreement is substantially in words and figures similar to that document attached hereto and identified as "Addendum No. 3 to Master Services Agreement No. 29149", consisting of a total of nineteen (19) pages and the date of December 7, 2023, appearing on the margin of the first page, together with the signature of the President or President Pro Tem of the City Council, and an executed copy of said document being permanently kept on file in the office of City Clerk of the City of Huntsville, Alabama.

**ADOPTED** this 7th day of December 2023.

\_\_\_\_\_  
President of the City Council of the  
City of Huntsville, Alabama

**APPROVED** this 7th day of December 2023.

\_\_\_\_\_  
Mayor of the City of Huntsville,  
Alabama

**ADDENDUM NO. 3 TO MASTER SERVICES AGREEMENT NO. 29149**

**LASERFICHE PLATFORM UPGRADE ORDER**

**Pursuant to Master Services Agreement No. 29149 ("Agreement"):**

**This Laserfiche Platform Upgrade Order, designated as Addendum No. 3, is entered into as of December 7, 2023, ("Addendum Effective Date"), by and between MCCI and Client and is hereby incorporated into the Agreement and made a part thereof. If there is any conflict between a provision of the Agreement and this Addendum, the Agreement will control. Any capitalized terms not otherwise defined herein shall have the meaning set forth in the Agreement. This Order supersedes any previous quote or proposals received. Use of pre-printed forms, including, but not limited to, email, purchase orders, shrink-wrap or click-wrap agreements, acknowledgements, or invoices, is for convenience only, and all unilaterally issued and/or pre-printed terms and conditions stated thereon, except as specifically set forth in this Order, are void and of no effect.**

**IN WITNESS WHEREOF, the Parties hereto have caused this Addendum No. 3 to be executed by their respective duly authorized representatives as of the Addendum Effective Date.**

MCCI, LLC

CITY OF HUNTSVILLE ("Client")

  
E-SIGNED by Victor D'Aurio  
Signed: on 11/20/2023 06:23 GMT

Signed: \_\_\_\_\_

Name: Victor D'Aurio

Name: Tommy Battle

Title: Chief Operating Officer

Title: Mayor

Date: November 20, 2023

Date: December 7, 2023

\_\_\_\_\_  
President of the City Council of the  
City of Huntsville, AL  
Date: December 7, 2023

PRICING: LASERFICHE



3717 Apalachee Parkway, Suite 201  
 Tallahassee, FL 32311  
 850.701.0725  
 850.564.7496 fax

Bill to: **Stephanie Stegall-Elliott**  
 Stephanie.stegall-elliott@huntsvilleal.gov  
 Ship to: **Margaret Huang**  
[margaret.huang@huntsvilleal.gov](mailto:margaret.huang@huntsvilleal.gov)

AP Contact: [accountspavable@huntsvilleal.gov](mailto:accountspavable@huntsvilleal.gov)

Client Name: **City of Huntsville**  
 Client Address: **308 Fountain Circle, Huntsville, AL 35801**  
 Quote Number: **29549**  
 Order Type: **Platform Change**

Quote Date: **November 9, 2023**

*Product Description:*

*Qty. Unit Cost Annual Total*

LASERFICHE ANNUAL SUBSCRIPTION - BASIC

|   |   |     |           |             |
|---|---|-----|-----------|-------------|
| 0 | <b>Laserfiche Business User Subscription (100-199 Users)</b>              | 100 | \$660.00  | \$66,000.00 |
| 0 | <b>Laserfiche Records Management Subscription</b>                         | 1   | Included* | Included*   |
| 0 | <b>LaserfichePublicPortalSubscriptionfor UnlimitedLaserfiche Servers</b>  | 1   | Included* | Included*   |
| 0 | <b>Laserfiche Quick Fields Complete with Agent Subscription (10-Pack)</b> | 1   | Included* | Included*   |
| 0 | <b>Laserfiche Advanced Audit Trail Subscription</b>                       | 1   | Included* | Included*   |
| 0 | <b>Laserfiche Forms Portal Subscription</b>                               | 1   | Included* | Included*   |
| 0 | <b>Laserfiche SDK Subscription</b>  | 1   | Included* | Included*   |
| 0 | <b>Laserfiche Sandbox Subscription</b>                                    | 1   | Included* | Included*   |
| 0 | <b>Laserfiche Integration with DocuSign Subscription</b>                  | 1   | Included* | Included*   |
|   | <i>Laserfiche Annual Recurring Subscription Subtotal</i>                  |     |           | \$66,000.00 |

MCCi ANNUAL SUBSCRIPTION

|   |   |   |            |            |
|---|---|---|------------|------------|
| 0 | <b>Laserfiche PowerPack by MCCi Subscription</b><br><i>Requires dedicated Full Named User .</i> | 1 | \$1,000.00 | \$1,000.00 |
|   | <i>MCCi Annual Recurring Subscription Subtotal</i>  |   |            | \$1,000.00 |

MCCi SUPPLEMENTAL SUPPORT SERVICES SUBSCRIPTION

|   |   |   |            |            |
|---|---|---|------------|------------|
| 0 | <b>MCCi Managed Support Services for Laserfiche</b><br><i>Client needs are estimated based on the current components provided herein :upto 15hoursthat willex pire at theendo f yourrenewal term.</i> | 1 | \$2,295.00 | \$2,295.00 |
| 0 | <b>MCCi SLA for Laserfiche (25-49 Users)</b>  | 1 | \$2,500.00 | \$2,500.00 |
|   | <i>MCCiSupplemental Support Services Annual Recurring Subscription Subtotal</i>   |   |            | \$4,795.00 |

|  |                    |
|--|--------------------|
| <b>GRAND TOTAL - RECURRING ANNUAL SUPPORT/SUBSCRIPTION</b> | <b>\$71,795.00</b> |
|--|--------------------|

| <i>Service Description:</i>  | <i>Qty.</i> | <i>Unit Cost</i> | <i>Total</i>       |
|--|-------------|------------------|--------------------|
| <b>MCCI SERVICE PACKAGES</b>   |             |                  |                    |
| <input checked="" type="checkbox"/> Laserfiche System Migration Package  | 1           | \$5,400.00       | \$5,400.00         |
| <input checked="" type="checkbox"/> Laserfiche Licensing Platform and Version Upgrade Package                    | 1           | \$5,625.00       | \$5,625.00         |
| <input checked="" type="checkbox"/> Laserfiche PowerPack by MCCI Installation and Configuration Package          | 1           | \$1,350.00       | \$1,350.00         |
| <input checked="" type="checkbox"/> Laserfiche DocuSign Integration Installation and Configuration Package       | 1           | \$3,600.00       | \$3,600.00         |
| <input checked="" type="checkbox"/> Public-Facing Laserfiche Web Products Installation and Configuration Package | 1           | \$2,250.00       | \$2,250.00         |
| <input checked="" type="checkbox"/> Implementation Management  | 1           | \$6,750.00       | \$6,750.00         |
| <i>Service Packages Subtotal</i>   |             |                  | <b>\$24,975.00</b> |

|  |                    |
|--|--------------------|
| <b>GRAND TOTAL - ONE-TIME SERVICES</b> | <b>\$24,975.00</b> |
|--|--------------------|

**EXISTING LASERFICHE SOFTWARE SUPPORT CREDIT**

|  |     |  |                     |
|--|-----|--|---------------------|
| <input checked="" type="checkbox"/> Laserfiche Records Management Module                     | -1  |  |                     |
| <input checked="" type="checkbox"/> Laserfiche SDK   | -1  |  |                     |
| <input checked="" type="checkbox"/> Laserfiche WebLink                                       | -1  |  |                     |
| <input checked="" type="checkbox"/> Laserfiche Starter Audit Trail                           | -1  |  |                     |
| <input checked="" type="checkbox"/> Laserfiche Full User (Email & Snapshot Included)         | -30 |  |                     |
| <input checked="" type="checkbox"/> Laserfiche Zone OCR                                      | -3  |  |                     |
| <input checked="" type="checkbox"/> Laserfiche Real-Time Lookup                              | -2  |  |                     |
| <input checked="" type="checkbox"/> Laserfiche Barcode and Validation Package                | -1  |  |                     |
| <input checked="" type="checkbox"/> Laserfiche United Server for MS SQL                      | -1  |  |                     |
| <input checked="" type="checkbox"/> Laserfiche Workflow and Forms Essentials                 | -1  |  |                     |
| <input checked="" type="checkbox"/> Laserfiche Quick Fields                                  | -7  |  |                     |
| <input checked="" type="checkbox"/> Laserfiche Zone OCR and Validation Package               | -2  |  |                     |
| <input checked="" type="checkbox"/> Laserfiche Real-Time Lookup and Validation Package       | -3  |  |                     |
| <input checked="" type="checkbox"/> Laserfiche Software Support Credit Proration             | 1   |  |                     |
| <input checked="" type="checkbox"/> <i>Existing Laserfiche Software Support Credit Total</i> |     |  | <b>(\$5,418.90)</b> |

|  |                     |
|--|---------------------|
| <b>GRAND TOTAL - ESTIMATED EXISTING SUPPORT CREDIT</b> | <b>(\$5,418.90)</b> |
|--|---------------------|

|  |                      |
|--|----------------------|
| <input checked="" type="checkbox"/> <i>Partner Honored One-Time Discount - 2023SBLUD</i> | <b>(\$30,290.55)</b> |
|--|----------------------|

|                                      |                    |
|--------------------------------------|--------------------|
| <b>TOTAL LASERFICHE PROJECT COST</b> | <b>\$61,060.55</b> |
|--------------------------------------|--------------------|

*\*Products shown as "Included" will be implemented and configured ONLY if the applicable MCCI Service Package(s) is included in this order, or product(s) can be implemented and configured at a later date with the purchase of the applicable service package(s).*

***All Quotes Expire 30 Days from Quote Date***

**This is NOT an invoice. Please use this confirmation to initiate Client's purchasing process.**

**RECURRING SERVICES**

The Recurring Services portion of this Order will be based on the pricing at the time of renewal. It will systematically renew unless written notice of termination has been provided per the master agreement. In the event that a manufacturer increases its prices for recurring annual services, the increase will be passed along to the Client. No more than once per year, MCCi may adjust its recurring annual services (services not related to 3rd party manufacturers) to coincide with current U.S. inflation rates; any increase will not exceed the cumulative increase in the Consumer Price Index (CPI) occurring since the last price increase. Please note that if you subscribe to volume-based solutions, additional user licenses may increase the cost of those items at the time of your next annual renewal.

**SALES TAX**

Sales tax will be invoiced where applicable and is not included in the fee quote above.

**REMOTE SERVICES**

All services will be performed remotely unless noted otherwise.

## PRODUCT ORDER TERMS

MCCi will process Product Orders as follows:

| Product/Service Description  | Timing of Product Order            |
|--|------------------------------------|
| All Software/Solutions, Recurring Annual Support/Subscription, and Supplemental Support Services | Within 30 days of receipt of Order |

The act of MCCi processing orders determines the start date of annual Recurring Service periods. Establishment of start dates for 3<sup>rd</sup> party manufacturer products are subject to each manufacturer's current policy.

## BILLING TERMS

MCCi will invoice Client as follows:

| Product/Service Description  | Timing of Billing   |
|--|---|
| All Software/Solutions, Recurring Annual Support/Subscription, and Supplemental Support Services | <ul style="list-style-type: none"><li>▪ Initial Sale: Upon delivery of software or activation of the subscription</li><li>▪ Annual Renewal: 75 days in advance of expiration date</li></ul> |
| Service Packages   | 50% of the total upon receipt of Order, remaining 50% of each Service Package upon delivery completion and Client acceptance.   |

MCCi shall not send any invoices nor claim payment for any fees or expenses incurred by MCCi until both parties authorize this Order. Sales tax will be invoiced where applicable and is NOT included in the Pricing section.

# SERVICE PACKAGES

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## GENERAL ASSUMPTIONS

To determine which platform/licenses are applicable, please refer to the *Pricing* section. The following assumptions serve as the basis for the Service Package(s) reflected below. Any service or activity not described below is not included in the Scope of services to be provided. Variations to the following may impact the Service Package's cost and/or schedule, justifying a Change Order.

- MCCI's completion of a Deliverable to Client shall constitute that MCCI has conducted its own review and believes it meets Client's requirements. Client shall then have the right to conduct its own review of the Deliverable as Client deems necessary. If Client, in its reasonable discretion, determines that any submitted Deliverable does not meet the agreed upon expectations, Client shall have five (5) business days after MCCI's submission to give written notice to MCCI specifying the deficiencies in reasonable detail. MCCI shall use reasonable efforts to promptly resolve any such deficiencies. Upon resolution of any such deficiencies, MCCI shall resubmit the Deliverable for review as set forth above. Notwithstanding the foregoing, if Client fails to reject any Deliverable within five (5) business days, such Deliverable shall be deemed accepted.
- If either party identifies a business issue during the project, MCCI and Client must jointly establish a plan to resolve the issues with potential impact analysis of timeline and budget within five (5) business days of identification. Any necessary business decision resulting from the identified business issues must be made by Client within five (5) business days from request.
- Client is responsible for ensuring that adequate hardware/infrastructure is in place and capable of handling the extra resources that may be required to support the services performed.
- Any additional software-licensing needs related to this service/process configuration have not been considered or included as part of service packages. Client is responsible for ensuring required software licensing is available.
- If the Services require MCCI to access or use any third party software products provided or used, Client warrants that it shall have all rights and licenses of third parties necessary or appropriate for MCCI to access or use such third party products and agrees to produce evidence of such rights and licenses upon the reasonable request of MCCI and to indemnify, hold harmless and defend MCCI from and against any claims, actions, demands, lawsuits, damages, liabilities, settlements, penalties, fines, costs and expenses (including reasonable attorneys' fees) to the extent arising from MCCI's access to or use of such third party products.
- Client will maintain primary contacts and project staff for the duration of the project, as a change in staff may result in a Change Order for time spent by MCCI on retraining, reeducating, or changes in direction.
- Through the course of this project, MCCI may choose to utilize the third-party service Asana (<http://www.asana.com>) for project management and team collaboration. Documentation and correspondence exchanged between MCCI and Client may be stored in Asana.
- Client will ensure that all Client's personnel who may be necessary or appropriate for the successful performance of the services will, on reasonable notice: (i) be available to assist MCCI's personnel by answering business, technical and operational questions and providing requested documents, guidelines and procedures in a timely manner; (ii) participate in the services as reasonably necessary; and (iii) be available to assist MCCI with any other activities or tasks required to complete the services.
- **All Services pricing assumes the Client will grant MCCI unattended access** to the required infrastructure for the project. Unattended access requires the following:
  - Either a VPN connection with proper credentials or installation of on-demand remote access software utilized by MCCI.
  - Connections that can be made by an assigned MCCI Project Team without intervention from the Client from the hours of 8:00 AM ET to 8:00 PM ET.
  - A Windows Domain account assigned exclusively to the assigned MCCI Project Team that has administrative access to all infrastructure being serviced for purposes of the project.



- A Windows Domain account, and complete access to that account including the password, for the service account to be used with any installed software products.

Failure to provide this access will result in a Change Order increasing the cost to Client and timeline of the project.

- Projects enter "On-Hold" status when (i) Client requests a delay in starting a new project, or (ii) Client is unresponsive for more than 15 business days during an active project. On-Hold status will remain until a new project start date is mutually agreed upon, or until Closed. MCCi may elect to Close the project due to project remaining On-Hold for more than 35 business days.
- Projects that are Closed prior to completion, will be billed for any progress made to date and the MCCi project team will no longer be assigned to the project. Billing for progress made to date is based on the number of hours worked or the estimated percentage of the project that has been completed, whichever is greater. Subsequently, a new order is required to restart a Closed project, and to have new MCCi project resources assigned.
- Client will provide a single point of contact responsible for coordinating communications and scheduling amongst Client stakeholders.
- MCCi will conduct a project kickoff call with Client to set objectives and review systems/processes used.
- Google Chrome or Chrome Microsoft Edge is installed on all Laserfiche servers.
- TLS 1.2 is configured on all Laserfiche servers.
- Firewall ports will be opened for and unattended remote access on all necessary servers will be granted to MCCi.
- All services will be performed Monday – Friday, 8 am to 5 pm EST.
- MCCi will only provide recordings of trainings or meetings if requested in advance. Requested recordings will be available through the Training Center for Laserfiche.
- Client will acquire, install, and set up TLS certificates that meet application requirements.
- Purchase of Managed Cloud services may cover some of these assumptions/deliverables.
- Client will ensure previously agreed upon scheduled trainings are attended by their staff. For cancellations or rescheduling, the minimum notice period requirement to avoid penalties is 2 calendar weeks prior to the training date. Penalties: (i) Regardless of the notification time period, if the training was to be in person and MCCi has incurred non-refundable travel expenses, client will reimburse MCCi accordingly, and (ii) If client cancels or reschedules training within 7 calendar days and no less than 48 hours from the training date, the client will forfeit half of the allotted training time, or be assessed a fee equal to 50% of the training package purchased, or (ii) If the client cancels or reschedules the training within 48 hours of the training date, or is a no show on the training date, the training package purchased will be charged in full and forfeited by the client.

## GENERAL TESTING DEFINITIONS

- Alpha Testing – Defined as internal acceptance testing performed by the project team prior to releasing the product or configuration to the Client
- Basic Deployment Testing – Defined as testing to ensure that the crucial functions of the system are operating properly and that the deployment is stable
- Beta Testing – Defined as the testing performed to verify functionality and fulfillment of user requirements
- User Acceptance Testing – Defined as testing performed by the Client's users to verify and accept the implemented functionality or deployment

## GENERAL EXCLUSIONS

- MCCi is not responsible for assigning an external URL for any web-based platform/software module.
- MCCi is not responsible for creating or maintaining backups, backup plans or recovery plans.
- MCCi is not responsible for creating training documentation.
- MCCi is not responsible for final testing including, but not limited to, configuration changes made by Client prior to system handoff.
- Except where specifically noted, no custom coding is included; configuration work is restricted to the capabilities associated with the out-of-the-box solution.

## **LASERFICHE SYSTEM MIGRATION PACKAGE**

MCCi's System Migration Package is designed for MCCi to assist with moving your existing Laserfiche infrastructure with your currently installed applications to your new server environment and upgrading to the latest Laserfiche supported versions.

### **CLIENT DELIVERABLES**

- Provide Microsoft Window Server(s) that meets Laserfiche system requirements
- Provide a Windows account that has administrative rights to each new Laserfiche server, can create, write, and read the various Laserfiche databases, and query Active Directory
- Acquire, install, and setup TLS certificates that meet Laserfiche requirements
- Create backup of Laserfiche databases and restore in new SQL environment
- Transfer data to new environment

### **MCCi DELIVERABLES**

- Install and configure one (1) instance of each existing Laserfiche application in one (1) environment (e.g., Test, Dev, Staging, QA, etc.)
- Register existing repositories in the new environment with the various Laserfiche applications
- Upgrade existing Laserfiche applications to newest supported version of Laserfiche
- Provide consultation on best practices for volume and Laserfiche database migrations
- Perform basic software deployment testing

### **EXCLUSIONS**

MCCi is not responsible for the following:

- Installing and configuring failover clusters or load balancing
- Configuring servers in DMZs
- Updates to configuration in any Workflows, Forms, Quick Fields, or Import Agent Sessions migrated
- Configuring Identity Providers other than native Active Directory
- Installing or Configuring applications that were not already installed or configured
- Migrating custom settings or integrations

### **ASSUMPTIONS**

- Google Chrome or Chromium Microsoft Edge is installed on all servers.
- The currently installed Laserfiche products must be version 8.3 or higher, or an additional charge for an upgrade in place to version 8.3 will be required.
- If applicable, Client has also ordered Installation and Initial Configuration of Active Directory Certificate Services package (see package description for full detail).

## **LASERFICHE LICENSING PLATFORM AND VERSION UPGRADE PACKAGE**

MCCi's Laserfiche Licensing Platform and Version Upgrade Package is designed for MCCi to switch your existing Laserfiche Licensing Platform (e.g., United, Teams, Avante, Rio) to a new Laserfiche Licensing Platform (e.g., United to Avante or Avante to Rio, etc.) on the servers that Laserfiche is currently installed on. This includes installing new modules that are included with your new licensing platform, installing, and configuring directory server, converting/migrating users from your repository to directory server if needed, and upgrading your existing Laserfiche applications to the newest supported versions.

### **CLIENT DELIVERABLES**

- Provide a Windows account that has administrative rights to each Laserfiche server (can create, write, and read the various Laserfiche databases, and query Active Directory)
- Acquire, install, and set up TLS Certificates that meet Laserfiche requirements

## **MCCI DELIVERABLES**

- Perform licensing update to upgrade Client to defined platform and newest supported version of Laserfiche
- Install and configure new modules in one (1) environment (e.g., Test, Dev, Staging, QA, etc.) not currently owned by Client to not exceed: directory server, Web Client, Forms, Workflow as outlined in the Laserfiche assumptions section
- Install and configure Directory Server on the appropriate server per MCCI best practices
- Convert/migrate repository user accounts to Directory Server (some pre-requisites apply)
- Configure Laserfiche web products for Single Sign-On using LFDS authentication in one (1) environment (e.g., Test, Dev, Staging, QA, etc.)

## **EXCLUSIONS**

MCCI is not responsible for the following:

- Migrating Laserfiche system or MS SQL to new Windows Servers
- Migrating existing Laserfiche environment/applications to new environment
- Installing and configuring failover clusters or load balancing
- Configuring servers in DMZs
- Configuring identity providers other than native Active Directory
- Metadata Configuration

## **ASSUMPTIONS**

- Existing SQL Server version instances meet Laserfiche requirements.
- Existing Windows Server version meets Laserfiche requirements.
- Google Chrome or Chrome Microsoft Edge is installed on all Laserfiche servers.
- Included if applicable; Installation and Configuration of AD CS Services package, see package description for full detail.
- Laserfiche Server version 8 and Laserfiche Workflow version 8.3 or higher are currently installed.

## **LASERFICHE POWERPACK BY MCCI**

### **INSTALLATION AND CONFIGURATION PACKAGE**

MCCI provides installation and configuration services to assist MCCI's Clients in quickly utilizing the benefits of the powerful features included in PowerPack.

## **CLIENT DELIVERABLES**

- Provide IIS web server to host the Data Analytics website
- Provide SQL Server to host Data Analytics database (will be created during the initial configuration)
- Provide server/workstation to install OCR Scheduler and Data Analytics service
- Provide Laserfiche Workflow server to install and configure custom Workflow Activities
- Provide a dedicated Laserfiche named user license for PowerPack to utilize

## **MCCI DELIVERABLES**

- Install PowerPack components on a single server (workflow custom activities will be installed on the workflow server)
- Configure one OCR Scheduler schedule
- Install PDF and Microsoft Office iFilters
- Provide one (1) remote overview training for up to one (1) hour

## **EXCLUSIONS**

MCCI is not responsible for the following:

- Configuring OCR Scheduler to extract text from electronic files other than PDF and MS Office files (Tiff files will still be OCR'd)
- Running OCR on files in Laserfiche record series
- Creating workflows

## **ASSUMPTIONS**

- PowerPack is whitelisted with Client's antivirus software.
- Client environment supports the latest Laserfiche SDK runtimes.
- Microsoft Visual C++ 2015 Update 3 is installed and configured on Client system.
- Microsoft .NET Framework 4.8 is installed and configured on Client system.
- Laserfiche Workflow 10.2 or later is installed and configured on Client system.
- Laserfiche Server 10.2 is installed and configured on Client system.

## **LASERFICHE DOCUSIGN INTEGRATION INSTALLATION AND CONFIGURATION PACKAGE**

This package will allow basic integration of DocuSign with Laserfiche for electronically signed documents.

### **CLIENT DELIVERABLES**

- Ensure that DocuSign Connect feature is enabled
- Ensure that TLS 1.2 is configured on all Laserfiche servers
- Provide an outward-facing Windows server for installation of the Laserfiche Web Import Service
- Provide DocuSign credentials for configuring and testing the integration

### **MCCI DELIVERABLES**

- Install and configure Laserfiche Web Import Service
- Configure DocuSign integration
- Perform alpha testing

### **EXCLUSIONS**

- MCCI is not responsible for DocuSign configuration outside of the integration components.

## **PUBLIC FACING LASERFICHE WEB PRODUCTS INSTALLATION AND CONFIGURATION PACKAGE**

MCCI's public facing Laserfiche installation and configuration package is designed to implement a single Laserfiche web product in a Client's DMZ or Reverse Proxy environment and configure it to use Directory Server authentication.

### **CLIENT DELIVERABLES**

- Acquire, install, and set up TLS Certificates that meet Laserfiche requirements
- Provide servers in DMZ or Reverse Proxy
- Configure appropriate DNS entries
- Provide a Windows account that has administrative rights to each Laserfiche server (can create, write, and read the various Laserfiche databases, and query Active Directory)

### **MCCI DELIVERABLES**

- Install and configure one (1) instance of Laserfiche Web Client, Forms, Mobile, or WebLink in one (1) environment (E.g., Test, Dev, Staging, QA, etc.) in a DMZ or Reverse Proxy
- Configure Laserfiche software to use TLS Certificates supplied by Client
- Configure Laserfiche software to communicate with necessary internal servers
- Assuming Weblink is the instance chosen for installation and configuration:
  - Basic configuration using the WebLink Designer not to exceed three (3) hours
  - Configure WebLink access security to one (1) level from the root on one (1) repository for the public user account
- Perform basic software deployment testing

**EXCLUSIONS**

MCCi is not responsible for the following:

- Installing and configuring failover clusters or load balancing
- Provisioning Client servers in DMZs
- Customization of WebLink asp Microsoft .NET Framework file
- Configuration of Folder Filter Expression
- Configuration of ADFS/SAML Authentication

**ASSUMPTIONS**

- Google Chrome or Chromium Microsoft Edge is installed on all Laserfiche servers

**IMPLEMENTATION MANAGEMENT PACKAGE**

MCCi will manage the work, communication, and documentation MCCi deems necessary for successful project delivery.

**MCCI DELIVERABLES**

- Manage Client communication
- Produce project documentation
- Oversee risk/issue management
- Oversee meeting scheduling
- Ensure deliverables are met
- Budgeting and Resource Management

## SUPPLEMENTAL SUPPORT PACKAGES

As Client's first-tier solution provider, MCCi provides multiple options for technical support. Client's annual renewal covers application break/fix support, version downloads, and continued educational resources. MCCi offers supplemental support packages to cover remote training, basic configuration services, and maintenance of existing business processes. MCCi's Managed Support Services (MMSS) or Process Administration Support Services (MPASS & MPASS2) packages are strongly encouraged to be included with every renewal. Supplemental Support Packages are annual subscriptions and pricing is based on the package purchased and an advanced discounted block of hours, which expire on the same date as Client's annual renewal. MMSS pricing for the advanced block of hours is based on MCCi's Support Technician II hourly rate discounted by 10%. MPASS and MPASS2 pricing for the advanced block of hours is based on MCCi's Application Support Analyst hourly rate discounted by 10%.

### LASERFICHE

| Description   | MCCi's<br>Managed<br>Support<br>Services | MCCi's<br>Process<br>Administration<br>Support Services |        |
|---|--|---|--------|
|   | MMSS                                     | MPASS   | MPASS2 |
| Easy access to MCCi's team of Certified Technicians for application break/fix support issues (i.e., error codes, bug fixes, etc.)*  | ☑  | ☑   | ☑      |
| Remote access support through web conferencing service *  | ☑  | ☑   | ☑      |
| Access to product update version and hotfixes (Client Download)*  | ☑  | ☑   | ☑      |
| 24/7 access to the Laserfiche Support Site and Laserfiche Answers discussion forums*  | ☑  | ☑   | ☑      |
| Additional Remote Basic Training  | ☑  | ☑   | ☑      |
| Additional System Settings Consultation   | ☑  | ☑   | ☑      |
| Assistance with Implementation of Version Updates   | ☑  | ☑   | ☑      |
| Annual Review (upon Client's request) of Administration Settings  | ☑  | ☑   | ☑      |
| Priority Offering of Laserfiche CPPs & Laserfiche Empower Registration Scholarships   | ☑  | ☑   | ☑      |
| Configuration and maintenance of <i>basic</i> business processes and MCCi packaged solution utilizing Laserfiche Forms and Workflow | ☑  | ☑   | ☑      |
| Configuration of Laserfiche Quick Fields sessions   | ☑  | ☑   | ☑      |
| Basic Records Management Module Overview Training   | ☑  | ☑   | ☑      |
| Administration Configuration Services   | ☑  | ☑   | ☑      |
| Dedicated Certified Professional  |  | ☑   | ☑      |
| Proactive recurring consultation calls upon the Client's request  |  | ☑   | ☑      |
| Annual Review of business process configurations  |  |   | ☑      |
| Institutional Knowledge of Client's Solution  |  |   | ☑      |
| Maintenance of MCCi/Client configured <i>complex</i> business processes   |  |   | ☑      |
| Ability to schedule after-hours upgrades<br>Monday-Friday 8 am to 10 pm ET and Saturday-Sunday from 12 pm to 4 pm ET                |  |   | ☑      |
| Basic JavaScript, CSS, and Calculations for Laserfiche Forms*   |  |   | ☑      |

\* Client's Support/Subscription Renewal includes these benefits, regardless of whether a supplemental package is purchased.

\* Excludes the development of new integrations, large-scale development projects, and SQL queries. Excludes maintenance of custom-built integrations, or any item not purchased from MCCi.

\*\* **Hours:** MCCi allows clients to use their hours for a multitude of services, if a request will not start a service that cannot be completed with the hours available. None of the packages listed above are intended to be utilized to configure a new *complex* business process. In those instances, a separate SOW is required.

#### **CLIENT RESPONSIBILITIES (All Packages)**

- For self-hosted (applications hosted by Client) solutions: Configuring/maintaining backups and any general network, security, or operating system settings outside of Client's solution.
- Managing application-level security.
- Managing and creating retention policies related to Records Management Module.
- Providing an IT contact (internal or third-party) for MCCi to work with as necessary.
- Providing remote access capabilities as needed. If the Client requests MCCi to have unattended access, the Client assumes all responsibility for the related session(s). The Client will work with MCCi to set up user profiles, user tags, etc. to allow desired security rights/access.
- Creating/providing process diagrams (and any other necessary paperwork/examples).

## **SUPPLEMENTAL SUPPORT PACKAGE DEFINITIONS**

### **ADDITIONAL REMOTE TRAINING**

Additional web-based training is conducted to train new users or as refresher training for existing users.

### **ADDITIONAL SYSTEM SETTINGS CONSULTATION**

MCCi offers additional best practices consultation that includes recommendations for adding additional departments, additional types of indexing, etc.

### **REMOTE IMPLEMENTATION OF VERSION UPDATES**

While Client's renewal includes version updates, implementation of those updates is sometimes overlooked. With the addition of MMSS, MCCi is at Client's service to directly assist with implementing software updates such as minor updates, quick fixes or point releases. Dependent on the complexity and the Client's specific configurations, major software upgrades may or may not be covered and should be discussed with Client's Account Management Team.

### **ANNUAL SYSTEM REVIEW & ANALYSIS**

MCCi will access Client's system to review how Client's organization uses Client's solution, to identify potential issues, and to make recommendations for better use of the system. This analysis may be performed annually and is an optional service that will be completed only if requested by the Client.

### **LASERFICHE CERTIFICATIONS**

Priority offering of complimentary Laserfiche certifications, based on availability.

### **LASERFICHE CONFERENCE REGISTRATION**

Priority offering of complimentary Laserfiche Empower registration, based on availability.

### **CONFIGURATION AND MAINTENANCE OF BASIC BUSINESS PROCESS**

Utilizing Laserfiche Forms and Workflow, MCCi will assist with the configuration and maintenance of *basic* business processes. A basic business process requires minimal configuration and virtually no institutional knowledge of the Client's business process, allowing an MCCi Application Support Analyst to assist with configuration, support, and maintenance of the process. Examples include Filing Workflows, simple Forms, or approval/notification workflows that have few routing steps, no integration, and little to no database lookups.

**MAINTENANCE OF MCCi PACKAGED SOLUTION:** MCCi will assist with maintenance with a solution MCCi has created for a market that has a specific business process automation use.

**CONFIGURATION OF LASERFICHE QUICK FIELDS SESSIONS**

Using Client's current Quick Fields modules, MCCi will configure Quick Fields sessions, excluding custom scripting, custom calculations, etc.

**BASIC RECORDS MANAGEMENT MODULE OVERVIEW TRAINING**

MCCi will provide refresher overview training of the records management module. Initial training cannot be performed under this support level.

**ADMINISTRATION CONFIGURATION SERVICES**

MCCi will assist with administration configuration services, including setting up users, metadata, security, etc.

**DEDICATED LASERFICHE CERTIFIED PROFESSIONAL**

While on MCCi's **MMSS** level, Client will have access to MCCi's team of Certified Support Professionals; with **MPASS** and **MPASS2**, Client will have a representative dedicated to Client's organization.

**SCHEDULED RECURRING CONSULTATION CALLS**

Upon Client's request, Client's **MPASS** representative will schedule recurring calls with Client to discuss Client's current and upcoming projects. This helps us stay on the same page with Client and ensure tasks and project milestones are being completed.

**ANNUAL REVIEW OF BUSINESS PROCESS CONFIGURATIONS**

MCCi will review Client's business processes to see how Client's organization uses the solution, to identify potential issues, and to make recommendations for better use of the system. This analysis may be performed annually and is an optional service that will be completed only if requested by the Client.

**INSTITUTIONAL KNOWLEDGE OF CLIENT SOLUTION**

Turnover within Client's organization can happen, and it is important to have a plan. Who will help Client's new solution administrator get up to speed on Client's processes and solutions in place? Leave that to us. MCCi documents Client's specific organization's usage and implemented business processes, integrations, etc., and can assist with the knowledge transfer to the new solution administrator if needed.

**MAINTENANCE OF MCCi/CLIENT CONFIGURED COMPLEX BUSINESS PROCESSES**

The assigned representative can maintain MCCi or Client configured *complex* business processes. A *complex* business solution is a large business process with an extensive configuration that is mission-critical to the organization. For example, minor tweaks, updates due to upgrades, process improvements, etc. can be requested. For creation of new complex Forms, Workflow, and Transparent Records Management configurations, please discuss a Business Process Configuration Service with Client's Account Executive or Account Manager.

**ABILITY TO SCHEDULE AFTER-HOURS UPGRADES**

Avoid MCCi's after-hours premium charge for upgrades. **MPASS2** clients can schedule these anytime Monday-Friday from 8 am to 10 pm ET and Saturday and Sunday from 12 pm to 4 pm ET.

**BASIC JAVASCRIPT, CSS AND CALCULATIONS FOR LASERFICHE FORMS**

Excludes complex scripting.

**BASIC LASERFICHE WEBLINK/PUBLIC PORTAL CUSTOMIZATION**

MCCi will help customize Client's WebLink/Public Portal to meet Client's needs.



## **SERVICE LEVEL AGREEMENT (SLA)**

MCCI's SLAs are offered as additional options to Client's annual support/subscription. An SLA offers clients escalated response times depending on the severity of the support issue, as well as other additional benefits. The SLA documentation and pricing is readily available upon request. MCCI currently has two separate SLAs available:

- Infrastructure Hosting
- Application Support (Client Self-Hosted)
- Application Support (Cloud Applications)